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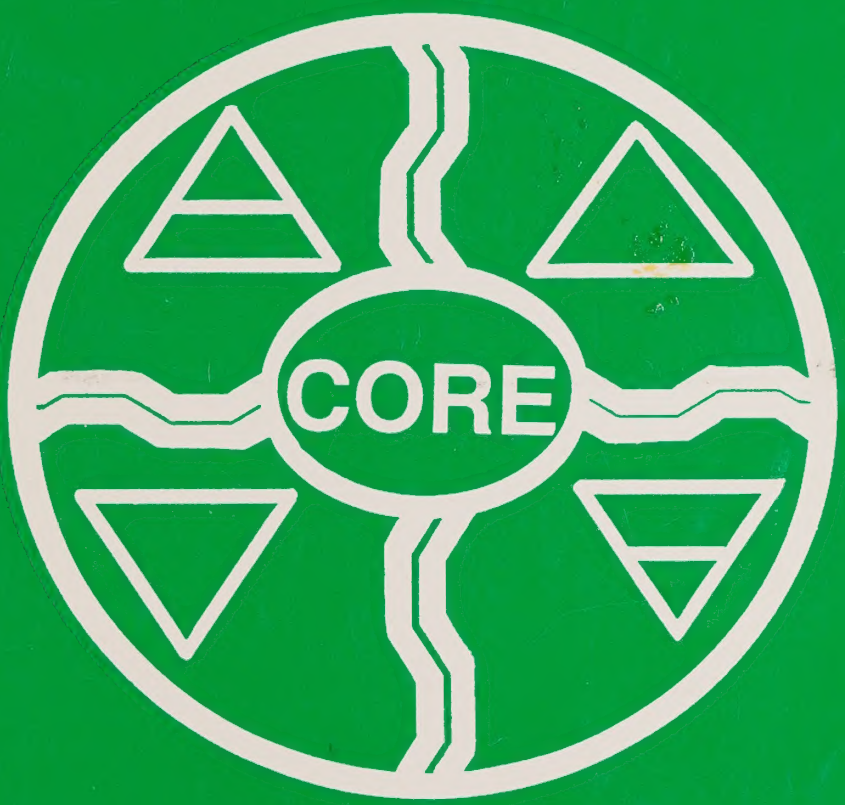

DEVELOPING NEIGHBORHOOD EMERGENCY RESPONSE TEAMS IN A NEIGHBORHOOD TASK FORCE

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DEVELOPING NEIGHBORHOOD EMERGENCY RESPONSE TEAMS

An Emergency Preparedness Workbook Created and Offered by the Oakland Fire Department Office of Emergency Services.

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Written by Deborah Reisman, Emergency Planning Coordinator

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Jeff Knight, an editor extraordinaire.

CORE

CORE (Citizens of Oakland Respond to Emergencies) is a public safety program provided for Oakland residents by the City of Oakland, Fire Department Office of Emergency Services.

CITY OF OAKLAND OFFICE OF EMERGENCY SERVICES STAFF

P. Lamont Ewell, Fire Chief
Henry Renteria, Emergency Services Manager
Linda Schroff, Administrative Services Manager
Deborah Reisman, Emergency Planning Coordinator/CORE Coordinator
Renee Domingo, Emergency Planning Coordinator
Paul Kirsch, Emergency Planning Coordinator
Eileen Ogata, Administrative Assistant

COVER ART

The original design on the cover of this workbook was created for the CORE Program and the City of Oakland by Officer Ronald Jones, Oakland Police Department.

The symbols which are depicted are based on ancient symbols of nature.* △ represents air, △ represents fire, ▽ represents earth and ▽ represents water. On occasion, each of these elements of nature expresses itself with power and fury. While we cannot change or stop the forces of nature, we ***CAN*** prepare ourselves to survive those destructive forces.

* Source: Henry Dreyfus, *Symbol Sourcebook: An Authoritative Guide to International Graphic Symbols* (New York: McGraw Hill, 1972), p. 86.

The City of Oakland and the workbook author, Deborah Reisman, made every reasonable effort to ensure the accuracy of this workbook. However, the City of Oakland and the author assume no responsibility and disclaim any liability for any injury or damage resulting from the use or effect of the products or information specified in this workbook.

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AN INTRODUCTION TO

NEIGHBORHOOD EMERGENCY RESPONSE TEAM TRAINING

Welcome to CORE © Module II, "Developing Neighborhood Response Teams." The goal of this module is to assist neighborhood groups in developing a ***task force**** which can respond to ***emergencies*** or ***disasters*** that effect the neighborhood or the community at large.

In Module I, "Individual & Family Preparedness," CORE participants learned that during a disaster or large scale emergency, there might not be enough ***first responders*** to answer all of the calls for assistance. Experience has shown that, after a disaster, many individuals and neighborhood groups are on their own for 24 to 72 hours. In isolated areas, or in neighborhoods where access is limited, people might be without emergency services even longer.

The goal of the CORE program is to give individuals and groups the skills necessary to take care of themselves during the first two to three days after a disaster. During Module I, CORE participants learned how to:

- Minimize common hazards around the home and work place
- Develop emergency supplies
- Know what to do--and what NOT to do--during an earthquake
- Plan for evacuation from the home

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ARE YOU READY?

✓ CHECK OFF THE MODULE I OBJECTIVES THAT YOU HAVE COMPLETED:

- ❒ Assembled emergency supplies
- ❒ Strapped hot water heater to the wall
- ❒ Discussed evacuation and reunion plans with family members
- ❒ Scheduled an earthquake, fire or evacuation drill for family
- ❒ Bolted bookshelves and other tall furniture to the wall
- ❒ Purchased a fire extinguisher OR had fire extinguisher serviced
- ❒ Checked batteries on smoke alarms
- ❒ Installed additional smoke alarms
- ❒ Put latches on cupboards
- ❒ Cleared flammable debris from around the house
- ❒ Selected an emergency contact at least 200 miles away
- ❒ Had home evaluated for seismic stability

* See page for definition of terms

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MODULE II

There are many potential disasters which face Oakland residents: wildland fires, mudslides, floods and hazardous materials accidents and earthquakes, particularly along the northern end of the Hayward Fault. Even though each of these disaster conditions produces very different outcomes, there are certain safety SKILLS and RESPONSES which apply to almost any emergency which occurs. The better prepared you are, the greater are the chances that you will be able to take care of yourself, your family and your neighborhood under any emergency situation.

During Module II, CORE participants will:

- Learn about the seven ***response teams*** which comprise a neighborhood emergency task force
- Identify an ***Division Supervisor***
- Select a ***neighborhood command post***

This book will include comprehensive descriptions of the responsibilities of the team members and the neighborhood Division Supervisor. It will guide neighborhood groups through the process of planning a response to an emergency and it will offer an outline to assist neighborhood groups develop a disaster plan.

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TABLE OF CONTENTS

Introduction 5
Module II Goals 7
Words You Need to Know 10

Task Force Roles and Responsibilities: An Overview 14

Division Supervisors 17

Developing and Keeping a Sense of Team Spirit 18

Span of Control 20

Emergency Management Strategy 21

Preparedness Checklist 23

Response Checklist 24

Task Force Roster 26

Family Registry Form 28

Special Skills/Equipment/Resource Form 29

Organizing Your Neighborhood Command Post 30

Task Force Preparedness Checklist 31

Damage Assessment Team 32

Preparedness Checklist 33

Response Checklist 34

Rester and Resource List 35

Preliminary Damage Assessment Survey Form 36

Detailed Damage Assessment Survey Form 37

Communications Team 38

Preparedness Checklist 39

Response Checklist 40

Communications Team Roster and Resource List 41

Disaster Information Log 42

(cont.)

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Communications Log 43

Sheltering and Special Needs Team **44**

Preparedness Checklist 45

Response Checklist 46

Sheltering and Special Needs Roster and Resource List 47

Displaced Neighbors List 48

Special Needs List 49

Evacuation Guidelines 50

Hazard Mitigation Team **52**

Preparedness Checklist 53

Response Checklist 54

Hazard Mitigation Team Roster and Resource List 55

Status Clear Card 56

Casualty Collection Team **57**

Preparedness Checklist 58

Response Checklist 59

Psychological First Aid Guidelines 61

Injured People List 63

Special Medical Needs List 64

Medical Supplies Request Form 65

Search and Rescue Team **66**

Preparedness Checklist 67

Response Checklist 68

Search and Rescue Guidelines 70

Search and Rescue Team Roster and Resource List 72

Search Log 73

Neighborhood Disaster Plan **74**

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WORDS YOU NEED TO KNOW

Some of the terms which are used by emergency response personnel might be unfamiliar. The following list of words and phrases was developed to help guide you through this new emergency preparedness "territory."

AMATEUR "HAM" RADIO: Communication devices which utilize shortwave radio signals. Not subject to power interruptions which block telephone or cellular telephone transmission. Considered a critical communication link during emergency/disaster response.

CASUALTY COLLECTION: A medical or first aid response which involves many victims (multicasualty event). Can include a makeshift morgue.

CORE TASK FORCE: People in a predesignated neighborhood or area who have been trained to provide emergency/disaster response efforts for their area; who will work within a common communication network under the direction of a neighborhood Division Supervisor.

DISASTER: A life-threatening situation of such a magnitude that it cannot be controlled or handled by available first responders.

DISASTER RECOVERY: Actions taken after the emergency/disaster response is completed; efforts to bring the situation back to its pre-disaster condition (e.g. filing insurance claims, repairing collapsed chimneys or walls, replenishing emergency food, water or medical supplies).

DIVISION SUPERVISOR: The person responsible for the management of the emergency/disaster operation within a defined geographical area such as a neighborhood. The neighborhood Division Supervisor will take information from the team managers and will direct the neighborhood disaster response.

EMERGENCY: A life-threatening situation which can be controlled or handled by available first responders.

EMERGENCY/DISASTER RESPONSE: Actions taken after an emergency/disaster which are intended to protect lives and property (e.g. checking on the status of people with special needs, roping off potential hazards, conducting search and/or rescue efforts).

EMERGENCY OPERATIONS CENTER (EOC): Centralized facility or location used to plan and coordinate a government's or business' emergency/disaster response and recovery activities.

FIRST RESPONDER: Police and fire fighting/paramedic personnel.

(cont.)

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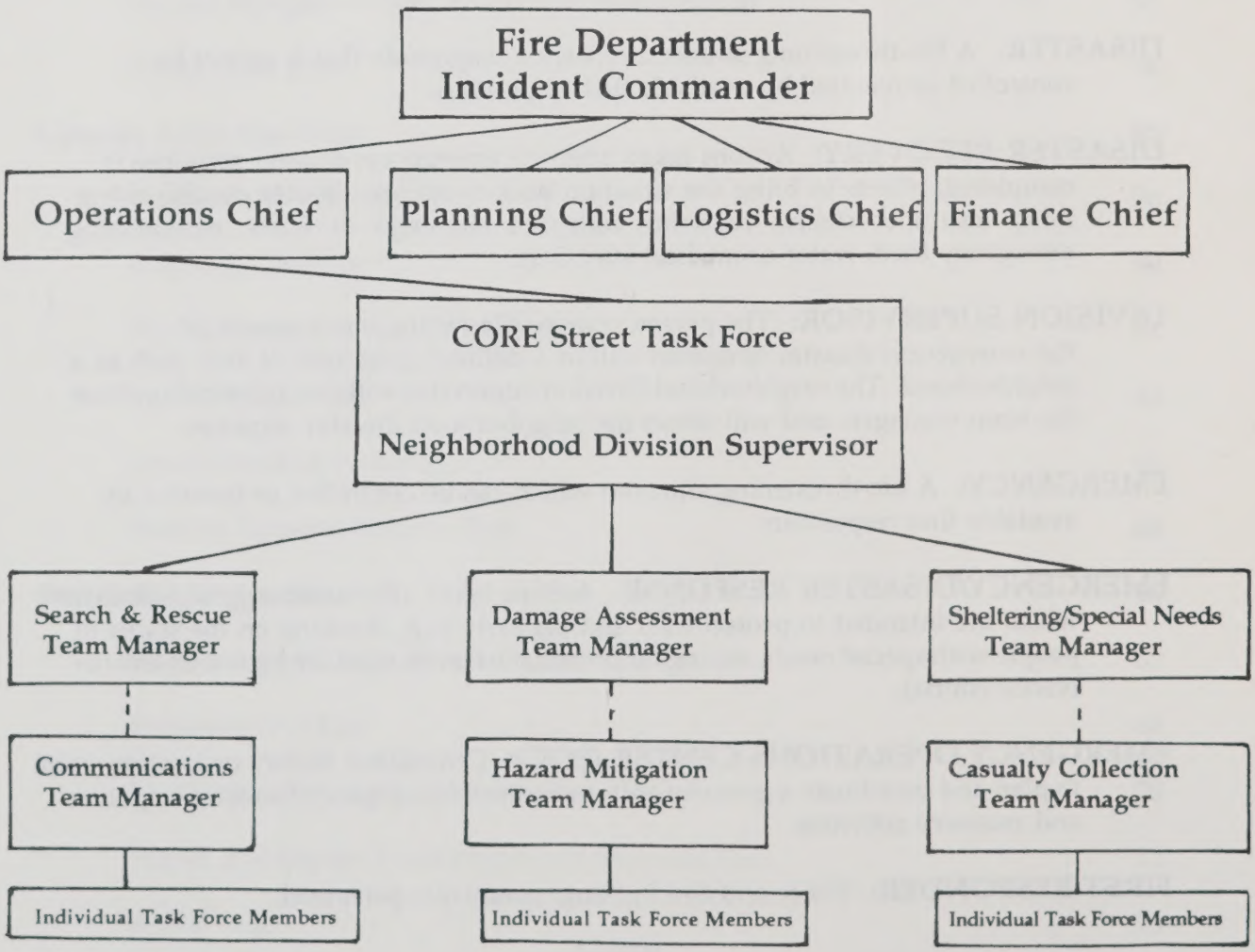
WORDS YOU NEED TO KNOW (cont.)

HAZARD MITIGATION: Preventative actions taken to eliminate or minimize potential harm or dangers.

INCIDENT COMMAND SYSTEM (ICS): An organizational structure which maximizes the acquisition, use and distribution of resources during a disaster or emergency in such a way that equipment and personnel are deployed where the need is the greatest. ICS provides a clear chain of command and delegates specific tasks within an organization. The Incident Command System is used by professionals and first responders throughout the country.

In a neighborhood task force, ICS assists the Division Supervisor organize and delegate specific tasks and assignments to the team managers. Those team managers are then responsible for relaying the assignments to individual task force members and spontaneous volunteers.



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WORDS YOU SHOULD KNOW (cont.)

NEIGHBORHOOD INCIDENT COMMAND POST: The location from which the CORE neighborhood Division Supervisor makes and executes emergency/disaster response decisions.

NEIGHBORHOOD RESPONSE TEAMS: Groups of individuals who are trained to assist with specific emergency/disaster response functions. CORE training identifies seven specific response teams:

- Damage Assessment
- Search and Rescue
- Casualty Collection
- Hazard Mitigation
- Sheltering and Special Needs
- Communication

The roles and responsibilities of each of these teams will be described fully later in this workbook.

RESCUE TRIAGE: Planning the rescue of victims with consideration for limited resources and the extent of rescue efforts needed to succeed with the operation. The sequence of the rescue triage is:

1. Rescue ambulatory victims first
2. Conduct surface rescues
3. Conduct rescues which involve moving selected debris
4. *Rescue victims who are completely entombed (this operation requires <u>heavy</u> search and rescue tools and skills. It <u>should not</u> be attempted by CORE task force members*

RESOURCE STATUS (RESTAT): A list of the resources and personnel that have not yet been assigned and are AVAILABLE at any given time in any emergency response.

SITUATION STATUS (SITSTAT): A list of the resources and personnel that have been ASSIGNED at any given time in an emergency response.

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WORDS YOU NEED TO KNOW (cont.)

STATUS BOARD: A visual representation of the resource status, situation status and the state of an emergency situation. Information on a CORE task force status board will probably include:

- Addresses of reported damage or injuries
- Response actions taken (e.g. utilities shut off, fire suppressed, hazard isolated, evacuation ordered, etc.)
- Number and disposition of injuries (e.g. type of injury, type of treatment provided, whether victim was transported to a medical facility, etc.)
- Area hospitals/medical clinics that are open
- Area roads/freeways that are closed
- Shelters (American Red Cross or neighborhood) that are available
- Missing persons
- Other pertinent information

TEAM MANAGER: Coordinates personnel and resources for one of the six CORE teams; reports to the neighborhood Division Supervisor; relays the Division Supervisor's decisions to individual members of the task force.

TRIAGE: From the French verb, "to sort." The process of quickly evaluating a multicasualty event to determine which victims are treated first, and which will be treated when time or other resource permit.

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TASK FORCE
ROLES AND RESPONSIBILITIES
An Overview

Neighborhood Division Supervisor is responsible for:

Assigning task force team managers

Organizing the response teams

Setting up a Command Post (before the disaster)

Determining how and where resources will be utilized (during a disaster)

- Assessing overall situation
- Deploying Damage Assessment team to conduct preliminary searches
- Deploying Communications team to monitor flow of information and establish communications with Incident Command
- Deploying the Sheltering and Special Needs team to establish need for housing or to lead an neighborhood-wide evacuation
- Deploying Hazard Mitigation team to secure hazards
- Deploying Casualty Collection team to establish first aid station
- Deploying Search and Rescue team to extract trapped or injured victims

Command Post operates as:

Base of operations for the neighborhood task force

Information center for neighbors

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TASK FORCE ROLES AND RESPONSIBILITIES (cont.)

Damage Assessment Team is responsible for:

Conducting preliminary and detailed damage assessment surveys

Assisting neighbors with documentation of belongings (before disaster) and damage (after disaster)

Relaying damage assessment information to the Communications Team

Communication Team is responsible for:

Collecting and verifying information obtained from response team reports and emergency broadcasts

Relaying appropriate information to the neighborhood Division Supervisor and the City's Emergency Operation Center.

Sheltering and Special Needs Team is responsible for:

Ensuring that everyone in the neighborhood with special needs is identified and assigned a "disaster buddy."

Identifying local Red Cross shelter sites and potential temporary shelter within the neighborhood.

Devising the neighborhood evacuation plan

Organizing neighborhood-wide evacuation drills

Conducting the neighborhood evacuation

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TASK FORCE ROLES AND RESPONSIBILITIES (cont.)

Hazard Mitigation Team is responsible for:

Turning off damaged utilities (gas, water and electric)

Roping off hazardous areas

Clearing debris from the street

Knowing the location of additional water sources

Confining loose pets

Casualty Collection Team is responsible for:

Setting up a casualty collection/first aid station

Physical and psychological first aid

Identifying medical resources in the neighborhood

Search & Rescue Team is responsible for:

Searching damaged homes for trapped victims

Removing trapped victims and injured people

Marking buildings and mapping search area using grids to section off search areas

Coordinating with Casualty Collection Team

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DIVISION SUPERVISOR(S)

The people you choose to serve as your neighborhood Division Supervisor(s) will be responsible for:

- Organizing and motivating team members
- Identifying team managers
- Coordinating the development of the neighborhood plan
- Distributing and collecting completed "Family Registry Forms"
- Distributing "Disaster Service Worker Forms"
- Setting up the Command Post and organizing the collection of supplies
- Working with untrained neighborhood volunteers
- Organizing neighborhood preparedness activities

Select ***TWO*** or ***THREE*** people who can serve as Division Supervisors. Try to select people who are home at different times of the day and on different days of the week. If your neighborhood is fortunate enough to have all of the identified Incident Commanders available after a disaster, they can relieve each other during the hours and days of the response and recovery effort.

Characteristics and needs of a neighborhood Division Supervisor:

- Good "people" skills
- Good organizational skills
- Able to delegate authority
- Works well under pressure

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DEVELOPING AND KEEPING

A SENSE OF TEAM SPIRIT

People will join neighborhood response teams for many reasons. Once the novelty of the initial CORE training has past, the Division Supervisor(s) will often find it a challenge to keep people involved in the on-going process of emergency preparedness.

There are many activities that will keep people working together. Many of them will focus on emergency preparedness. Some activities might include:

- Neighborhood holiday potlucks, block parties or barbecues (e.g. Christmas, Fourth of July.) Encourage neighbors to contribute food from their emergency kits once a year. This will help people remember to rotate their food as well as provide an opportunity to build "team spirit."

- Neighborhood clean-up days are a good opportunity to clear away flammable debris! Neighbors can share the cost of the dumpster to defray expenses.

- Home Alert meetings (Community Services Division, Oakland Police Department, 238-3066).

- Fire Prevention program (Oakland Fire Department 238-3851).

- PG & E Gas Safety or Electric Safety program (437-2233).

- First Aid or CPR classes (American Red Cross 533-2321 or Oakland Adult Education, 836-8133).

- Neighborhood drills (earthquake, fire and evacuation) two times a year.

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TEAM SPIRIT (cont.)

- Neighborhood newsletter.
- Neighborhood garage sale/white elephant sale. Clear out attics, basements and garages while making money that can be used to purchase Command Post or Casualty Collection Station supplies.
- Team tour of the City's Emergency Operations Center (anticipated completion of new facility is December, 1994).
- Team tour of neighborhood fire station (call CORE office, 238-6351 to schedule an appointment.
- American Red Cross classes (Damage Assessment, Shelter Management).

Other activities that might be useful for my neighborhood include:

- _____.
- _____.
- _____.
- _____.

Use ***name tags*** when your neighborhood team gets together. This will encourage people to get to know each other. During times of distress it is easier to work with friends and acquaintances than with strangers.

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SPAN OF CONTROL

The neighborhood Division Supervisor is not expected to be EVERYTHING for EVERYBODY. Rather, the Division Supervisor will oversee the neighborhood's response and recovery activities. Research shows that a good leader or manager can only oversee three to seven people at one time. That is why it is important for the Division Supervisor to assign or identify one team manager to work with each of the six specific teams:

Damage Assessment	Sheltering and Special Needs	Communications
Casualty Collection	Hazard Mitigation	Search and Rescue

Individual neighbors will bring reports of damage, injury or actions they have taken to their team managers. The team managers will relay those status reports about the neighborhood to the Division Supervisor. The Division Supervisor will use that information to make reasonable decisions about what needs to be done, what resources are available and how those resources will be used.

Team Managers should be identified in advanced. In the event that a disaster should strike when those managers are not available, the Division Supervisor should be prepared to assign the role to a team member who is available and who has completed the CORE training.

When a disaster strikes, all CORE team members should:

- Check themselves and their families for injuries and administer first aid.
- Check their own homes for damage (cracked foundations, collapsing chimneys, jammed doors, etc.
- Turn off damaged utilities.
- Gather emergency supplies AND
- REPORT TO THE DIVISION SUPERVISOR IN THE COMMAND POST. **Let her/him know that you are okay and ready for an assignment.**

The first people to arrive at the Command Post should set up the status board, locate the radios and begin to gather and record neighborhood information. ***The first person to arrive will act as the Division Supervisor until she/he is relieved of duty by the designated Division Supervisor.***

WHAT DO WE DO NEXT? SETTING UP A STRATEGY

The Division Supervisor and the Team Managers should review all of the information that is available to them. This will include informal damage reports, radio communications, the availability of team members, supplies and resources, the time of day and even the day of the week. Remember, "The fundamental problem in dealing with resource management is not the *quantity* of resources; it is the *application* of the *right resource* to the *right incident* in a timely manner." (source: "Team Organization and Management," pg. 6-15, City of Los Angeles).

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AN EMERGENCY MANAGEMENT STRATEGY WILL INCLUDE:

CONSIDER:

STRATEGY WHAT YOU WANT TO ACCOMPLISH
TACTICS HOW YOU WILL ACCOMPLISH THOSE OBJECTIVES

Key Objectives in Emergency Response

- Rescue
- Turn off damaged utilities
- Evacuation to shelter
- Assessment
- Communications

STRATEGY	TACTIC
RESCUE	*Search and Rescue Team* Gather ambulatory victims first Conduct "rescue triage" SHOUT--TAP--LISTEN Map, grid and mark neighborhood sectors
EVACUATION	*Sheltering and Special Needs Team* Develop routes Investigate potential local sites Determine water/food/utilities Determine transportation needs
UTILITIES	*Hazard Mitigation Team* Check gas, electric and water Rope off hazardous areas Clear debris
ASSESSMENT	*Damage Assessment Team* Survey Map and record Communicate
COMMUNICATIONS	*Communication Team* RESTAT/SITSTAT Set up status/message boards

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BEGIN WITH:

- Assessment of the situation. "Size up" the damage as well as the resources that are available.

- Prioritize problems as "High," "Low" or "Too Dangerous to Attempt." For instance:

Damage	Priority	Location
Collapsed chimney	High	1 Main St.
Gas leak	High	2 Main St.
Cracks in foundation	Low	3 Main St.
Power wire fallen on car	Too Dangerous	Main and First St.

- Identify the tools and resources (including people) which are needed, but are not immediately available. Decide who will be responsible for locating these resources.

- Decide which problems you will address first. Keep in mind that you will not be able to take care of everything all at once.

- Identify specific people and tools to respond to these priority problems. Assignments should be made with the safety of the rescuer in mind. **Make sure that individuals and teams know when to report back to the Command Post with an update of the situation they are working on.**

THE DIVISION SUPERVISOR NEEDS:

- "Before Disaster Strikes" checklist
- Neighborhood disaster plan
- Extra copies of Module I Module II workbooks
- Command Post supplies
- Assignments for untrained volunteers
- Response Team forms:
  - "Family Registry Form"
  - "Disaster Service Worker Registration Form"
  - "Response Team Roster"

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DIVISION SUPERVISOR

Preparedness ✓ Checklist

✓ BEFORE DISASTER STRIKES the Division Supervisor will:

- ❑ Organize a committee to establish a Neighborhood Disaster Plan.
- ❑ Meet with entire CORE team to review the Neighborhood Disaster Plan.
- ❑ Distribute copies of the Neighborhood Disaster Plan to all neighbors. Make extra copies for people who move into the neighborhood.
- ❑ Organize a committee to select a site for the neighborhood Command Post. Develop a list of supplies that will be needed and oversee collection of those supplies.
- ❑ Provide copies of Module I "Individual and Family Preparedness" for neighbors who have not taken CORE training.
- ❑ Collect completed copies of the "Family Registry Forms" from each household.
- ❑ Encourage neighbors to join a Response Team.
- ❑ Develop a filing system for "Response Team Roster and Resource Lists" and other neighborhood preparedness materials.
- ❑ Collect a "Disaster Service Worker Registration Form" from each team member. [Mail them back to OES, 475 14th Street, Ninth Floor, Oakland, CA 94612].
- ❑ Organize neighborhood emergency drills (earthquake, fire or evacuation) two times a year.
- ❑ Send stories about your team's activities to the Office of Emergency Services and the CORE Coordinator will include them in the next edition of CORESPEAK.

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DIVISION SUPERVISOR

Response ✓ Checklist

✓ *AFTER DISASTER STRIKES the Division Supervisor will:*

❑ Check yourself for injuries from head to toe and give yourself first aid. (See page 25 of Module I "Individual and Family Preparedness.") Check members of your household for injuries.

❑ Check your home for damaged utilities and structural hazards.

❑ Report to the neighborhood Command Post. Bring this workbook with you.

❑ Gather information from neighbors as response team members arrive.

❑ Assign a Command Post staff.

❑ Deploy the response teams based on the information you gather and the number of team members who are available.

- Send the Damage Assessment team to gather information about damaged buildings, fire, possible damage to utilities, potentially trapped victims and other hazards. THE DAMAGE ASSESSMENT TEAM MANAGER IS: _____.

- Send the Hazard Mitigation team to check for, and turn off, damaged utilities, clear debris from the streets, and rope off hazards. THE HAZARD MITIGATION TEAM MANAGER IS: _____.

- Assign the Communications team to monitor emergency radio/TV broadcasts, collect information from other teams and individual neighbors, record information, make contact with an amateur radio operator ("ham") in the area or at Red Cross headquarters (2111 E. 14th Street). THE COMMUNICATION TEAM MANAGER IS _____.

(cont.)

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- Send the Sheltering and Special Needs team to check on neighbors with special needs (e.g. children home alone, disabled, elderly, limited English speakers). If an immediate evacuation is necessary, send members of the Sheltering and Special Needs team to direct the evacuation. If the need for an evacuation looks probable, send team members to put the neighborhood on alert. THE SHELTERING AND SPECIAL NEEDS TEAM MANAGER IS: _____.

- Assign the Casualty Collection team to open a First Aid Station to triage and treat injured neighbors, if needed. The Casualty Collection Team manager is: _____.

- Send the Search and Rescue team to homes where people are reported to be trapped. The Search and Rescue team manager is: _____.

❒ Collect activity logs from each team on a regular basis.

❒ Provide assignments for non-trained neighbors who want to assist. Ask them to sign a "Disaster Service Worker Registration Form" before they start.

❒ Make sure that team members are getting breaks, food and beverages. Do not let your teams turn into psychological victims! (see Psychological First Aid Guidelines, page ___).

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TASK FORCE ROSTER

Damage Assessment Team

Name	Address	Phone (Day/Evening)

Sheltering and Special Needs Team

Hazard Mitigation Team

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Casualty Collection Team

Communication Team

Search and Rescue Team

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FAMILY REGISTRY FORM

Family/household name: _____

Address: _____ Phone (day/evening) _____

Out-of-area contact person: _____

Phone: (____) _____

ADULTS IN HOUSEHOLD

Name: _____ Work hours: _____

Work address: _____ Phone: _____

Name: _____ Work hours: _____

Work address: _____ Phone: _____

CHILDREN

Name	Age/Grade	School

MEMBERS OF HOUSEHOLD WHO MAY NEED SPECIAL ASSISTANCE IN AN EMERGENCY SITUATION

Name	Special Need/Type of Assistance Needed

PETS

Name	Breed/Type	Description	In/Outdoors

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SPECIAL SKILLS/EQUIPMENT/RESOURCES

Household: _____

Address: _____

Name	**Special Skill/Training** (Carpentry, electrical, plumbing, fire fighting, medical, etc.)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name	**Special Equipment** (CB/Ham radio, generator, 4-wheel drive, chain saw, crowbar, cellular phone, tents, camping stove, etc.)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

We might be able to provide temporary housing for _____ displaced neighbors.

We have a potential source of water for fire fighting (pool, hot tub, cistern, etc.) [ ] Yes [ ] No

Please complete this form and return in to your Division Supervisor

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ORGANIZING YOUR NEIGHBORHOOD *COMMAND POST*

Your neighborhood Command Post is your task force's base of operations after a disaster. It is the place your neighbors will come seeking information about missing family members or pets, shelter and first aid, or to bring information about damage or hazards in the neighborhood. Neighbors will also come to the Command Post to leave messages for friends and family.

Use these guidelines for selecting a Command Post:

- Seismically safe
- Centralized
- Accessible
- Provides shelter from the elements (e.g. patio, tent, roof)
- Familiar to neighbors
- Away from traffic (outdoor Command Post)
- Away from potential hazards (e.g. falling chimneys or power poles, collapsing overpasses, etc.)

Use your Command Post for some of the team building activities that were described on page 18 so that people in the neighborhood become accustomed to meeting there.

POTENTIAL COMMAND POST SITES:

- Home or garage--make sure team members know how to get inside in the event the property owner is away
- Recreation room or lobby of apartment or condominium
- Church or community center
- Childcare facility
- Park or playing field

Other locations that my neighborhood task force might use as a Command Post are:

- _____
- _____
- _____

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TASK FORCE

Preparedness ✓ Checklist

✓ *BEFORE DISASTER STRIKES the Task Force will:*

- ❑ Distribute flyers with location of Command Post to neighbors
- ❑ Hold a neighborhood meeting or social activity at the Command Post
- ❑ Collect supplies for the Command Post:
  - Bulletin board, poster board, chalk board to post messages and information
  - Thumb tacks, masking or cellophane tape, pens, markers, writing paper
  - List of team assignments
  - Battery operated am/fm radio with extra batteries
  - Neighborhood map
  - Evacuation plan
  - Disaster Service Worker Registration Forms
  - Extra Forms
  - File boxes, index cards
  - Flashlights with extra batteries
  - Food, water, sanitation supplies
  - "Command Post" and "Shelter Location" signs

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DAMAGE ASSESSMENT TEAM

The primary responsibilities of the Damage Assessment Team are:

- Conduct preliminary damage surveys
- Conduct detailed damage surveys
- Map and record damage
- Relay damage reports to Command Post*
- (pre-disaster) Assist neighbors with documentation and inventory of possessions
- (post-disaster) Assist neighbors with documentation of damage and loss
- Team captain relays damage assessment reports to City EOC
- Review Damage Assessment Guidelines

* The team manager will collect the damage assessment reports and will review them with the Division Supervisor. The Division Supervisor will use the damage reports to determine how and where the other teams should be deployed. He/she will also decide which information should be relayed to the EOC (via amateur radio, runners or telephone). Personnel in the EOC will in turn relay information to the police and fire departments, Red Cross, the utility companies, the county or state Office of Emergency Services and/or to the Public Information Officer. The damage information that the Damage Assessment Team collects could be vital in determining the scope of the disaster and the neighborhood's response to it.

THE DAMAGE ASSESSMENT TEAM NEEDS:

- "Roster and Resource List"
- "Preliminary Damage Survey Form"
- "Detailed Damage Survey Form"
- Marking pens, writing pens
- Clipboards
- Neighborhood maps
- Masking tape
- Face masks
- Sturdy shoes
- Heavy work gloves

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DAMAGE ASSESSMENT

Preparedness ✓ Checklist

✓ *BEFORE DISASTER STRIKES the Damage Assessment team will:*

- ❑ Become familiar with the Damage Assessment Survey Forms. The American Red Cross offers a Damage Assessment course that would be very useful for members of this team.

- ❑ Help neighbors document the contents of their homes for insurance purposes. Documentation can be in the form of:

  video

  photographs

  lists of valuable possessions, with their serial numbers

  lists of valuable possessions that do not have serial numbers

- ❑ Encourage neighbors to copy two sets of important documents (see "Key Documents, page 34, Individual & Family Preparedness Workbook (Module I).

- ❑ Complete the Damage Assessment Team "Roster and Resource List."

- ❑ Write all neighborhood addresses on the Preliminary Damage Assessment Survey Form.

- ❑ Write all neighborhood addresses, family names and type of structure on the Detailed Damage Assessment Survey Form.

- ❑ Identify and collect supplies that will be needed for the Command Post.

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DAMAGE ASSESSMENT

Response ✓ Checklist

✓ *AFTER DISASTER STRIKES the Damage Assessment team members will:*

❑ Check themselves, their families and their homes for injuries and damage.

❑ Dress for safety:

___ sturdy shoes
___ long pants
___ heavy work gloves
___ long sleeved shirt
___ goggles/eye protection
___ dust mask
___ hard hat/helmet

❑ Report to their team manager at the Command Post.

❑ Team manager will deploy team members in groups of 2 or 3 to conduct damage assessment at specific addresses.

❑ Quickly complete the Preliminary Damage Survey Form and relay the damage reports to the team manager. He/she will review that information with the Search and Rescue team manager to decide how resources will be utilized. The preliminary survey should include the number of:

- Fires
- Homes off their foundations
- Damaged gas valves
- Homes that are uninhabitable
- Trees fallen on houses
- Front doors blocked, jammed
- Potentially trapped victims
- Collapsed/damaged chimneys
- Broken water lines
- Downed power lines
- Streets blocked
- House with cracked windows

❑ Assist other teams, as directed by the Damage Assessment team manager.

❑ AFTER search and rescue, hazard mitigation and first aid tasks are completed, damage assessment will conduct a thorough damage assessment and complete the Detailed Damage Assessment Form. The team manager will forward completed reports to city officials.

❑ Assist neighbors with documentation of damage or loss. When possible, use video or still cameras to document that damage. Keep receipts for any purchases of repair materials.

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DAMAGE ASSESSMENT TEAM
ROSTER AND RESOURCE LIST

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Date Updated: _____ **Updated by:** _____

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PRELIMINARY DAMAGE ASSESSMENT SURVEY FORM

Address	Homeowner	Damage Codes*

***Damage Codes:**

A = Fire
B = House off foundation
C = Damaged gas valves
D = House uninhabitable
E = Tree fallen on house
F = Front door blocked, jammed
G = Potentially trapped victims
H = Collapsed/damaged chimney
I = Downed power line
J = Broken water line
K = Street blocked
L = Cracked windows
M = Other _____

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DETAILED DAMAGE ASSESSMENT SURVEY FORM

Use the following key to indicate the level of damage at each address. If a situation seems to fall between two categories, rate it at the higher of the two categories.

0 = No visible damage
1 = MINOR DAMAGE. Home is habitable, even though there may be minor damage (e.g. minor buckling on floors or walls, cracked windows or chimneys, fallen trees.)
2 = MAJOR DAMAGE. Extensive repairs are needed (e.g. twisted walls or ceilings, roof or wall collapse, doors jammed, house partially off foundation)
3 = DESTROYED. House damaged beyond repair (e.g. total collapse, "mostly" or completely off foundation.)

Address	Damage 0 1 2 3	Occupant	Type of Home (e.g. 2-story, townhouse, etc.)	Comments (e.g. collapsed roof, off foundation, etc.)	Initial/Date

TOTAL: _____

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COMMUNICATION TEAM

The primary responsibilities of the Communications Team are:

- Managing the flow of information as it comes into, and out of, the Command Post.
- Monitoring emergency radio or television broadcasts.
- Making contact with the neighborhood amateur radio operator, or the amateur radio operators at the American Red Cross, Eastbay headquarters (2111 E. 14th Street, 533-2321).
- Keeping track of the time and date that information was received in the Command Post.
- Providing verified information for neighbors.
- Relaying updated information to the Incident Commander.
- Providing critical information to the Division Supervisor, who will report to the city's Emergency Operation Center.

Emergency Broadcasts → Communication Team ↔ Individual Neighbors/Other Team Members

During the first hours and days of an emergency response, the team managers will send written information (e.g. attached forms) to the communication team manager. The communication team manager will relay this information to the Division Supervisor. The Division Supervisor will cull out the most critical information from these reports, and will relay the most vital information to either the amateur radio operators or to the City's Emergency Operations Center.

COMMUNICATION TEAM NEEDS:

____ Battery operated AM/FM radios with extra batteries
____ List of emergency broadcast station call letters
____ "Disaster Information Log" forms
____ Location of nearby pay phones and list of neighbors with cellular phones (specify Mobilnet or Cellular One)
____ Coins/telephone credit cards
____ "Communications Logs"
____ Amateur radio equipment, skills and training
____ List of "hams" in the neighborhood
____ "Roster & Resource List"
____ Chalkboard/dry marker board/rolls of butcher paper/poster boards
____ Pens, pencils, pads of paper, masking tape

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COMMUNICATION TEAM

Preparedness ✓ Checklist

✓ *BEFORE DISASTER STRIKES the Communications Team will:*

- ❑ Collect Communication Team supplies for the Command Post.
- ❑ Identify amateur radio operators in the neighborhood (Family Registry Forms).
- ❑ Encourage neighbors to learn how to use amateur radio communication.
- ❑ Make contact with ARES (Amateur Radio Emergency Services) via the American Red Cross, Eastbay Chapter (533-2321). Make arrangements to tour the ARES center.
- ❑ Develop a neighborhood Emergency Notification System (e.g. "telephone tree").
- ❑ Conduct Emergency Notification System drills.
- ❑ Maintain the Communication Team Roster and Resource List. Specifically, identify neighbors with cellular phones (both Mobilnet and Cellular One), amateur radio operators, walkie talkies, CB (citizen band) radios, bullhorns or portable sirens.

REMEMBER, THE LOCAL EMERGENCY BROADCAST STATIONS ARE:

KNBR 680 am **KCBS 740 am**

KGO 810 am **KTOP-TV Ch. 11 (cable)**

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COMMUNICATION TEAM

Response ✓ Checklist

✓ *AFTER DISASTER STRIKES the Communication Team will:*

- ❑ Check yourself, your family and your home (see page 25, *Individual & Family Preparedness).*
- ❑ DRESS FOR SAFETY. Wear sturdy shoes to protect your feet from rubble.
- ❑ Report to the Command Post.
- ❑ Assign one or two team members to continuously monitor emergency broadcasts. Make sure there is someone to relieve these monitors. Record important information on "Emergency Broadcast Log."
- ❑ Use "Disaster Information Log" to record initial damage and injury reports from Damage Assessment Team, Hazard Mitigation Team and Casualty Collection Team. Post summaries of team reports on Status Board for other neighbors to read. Update Status Board regularly.
- ❑ Set up "Message Board" for neighbors to share personal information.
- ❑ Meet regularly with Team Manager to share and update information.
- ❑ Report life-threatening injuries or damage to the Division Supervisor so she/he can send reports to the City's Emergency Operations Center (EOC) via amateur radios, runners or telephones (pay phones, cellular, etc.)
- ❑ Maintain the "Communications Log."
- ❑ Coordinate the flow of information between the teams, from individual neighbors and from the teams to the Division Supervisor.

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COMMUNICATIONS COMMITTEE
ROSTER AND RESOURCE LIST

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Date Updated: _____ **Updated by**: _____

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DISASTER INFORMATION LOG

Use tally marks to fill in the [boxes]

Injuries/Deaths

No injuries _____ Total: _____

Minor injuries _____ Total: _____ Names of injured: _____

Major injuries _____ Total: _____ Names of injured: _____

transported _____ Total: _____ Names of transported victims: _____

Deaths _____ Total: _____ Names of deceased: _____

Property Damage (from detailed Damage Assessment Survey Form)

No visible damage (0) _____ Total: _____ Addresses: _____

_____

Minor damage (1) _____ Total: _____ Addresses: _____

_____

Major damage (2) _____ Total: _____ Addresses: _____

_____

Destroyed (3) _____ Addresses: _____

Completed by: _____ **Date:** _____

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COMMUNICATION LOG

Time: _____ Date: _____ Recorded by: _____
(Check one or more): Information _____ Request _____ Urgent _____
Referred to: _____ Action taken: _____
Message: _____
_____

Time: _____ Date: _____ Recorded by: _____
(Check one or more): Information: _____ Request _____ Urgent _____
Referred to: _____ Action taken: _____
Message: _____
_____

Time: _____ Date: _____ Recorded by: _____
(Check one or more): Information: _____ Request _____ Urgent _____
Referred to: _____ Action taken: _____
Message: _____
_____

Time: _____ Date: _____ Recorded by: _____
(Check one or more): Information _____ Request _____ Urgent _____
Referred to: _____ Action taken: _____
Message: _____
_____

Time: _____ Date: _____ Recorded by: _____
(Check one or more): Information _____ Request _____ Urgent _____
Referred to: _____ Action taken: _____
Message: _____
_____

Time: _____ Date: _____ Recorded by: _____
(Check one or more): Information _____ Request _____ Urgent _____
Referred to: _____ Action taken: _____
Message: _____
_____

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SHELTERING AND SPECIAL NEEDS TEAM

The primary responsibilities of the Sheltering and Special Needs team are:

- Identify neighbors with special needs:
  - Limited mobility
  - Hearing or Vision impairments
  - Limited English speaking
  - Children home alone
  - Seniors
  - Others who might need assistance during an evacuation
- Assign a "disaster buddy" to people with special needs
- Determine the location of the nearest Red Cross shelter sites
- Determine potential temporary shelter areas within the neighborhood
- Plan the neighborhood evacuation routes
- Organize neighborhood evacuation drills
- Conduct neighborhood evacuation

Sheltering and Special Needs team needs:

- Neighborhood map
- Evacuation routes and plan
- "Special Needs List"
- "Resource and Roster List"
- Access to "Family Registry Forms"
- List of neighborhood resources
- "Displaced Neighbors" List
- Sign for Child/Adult Care Center
- Access to Red Cross shelter information (telephone, amateur radio, "runners")

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SHELTERING AND SPECIAL NEEDS TEAM

Preparedness ✓ Checklist

✓ *BEFORE THE DISASTER STRIKES the Sheltering and Special Needs team will:*

- ❑ Complete the "Special Needs" form using information that the Division Supervisor gathered on the "Family Registry" forms.
- ❑ Identify neighbors who will act as "disaster buddies" to people with special needs. ("Buddies" will check on their neighbors after a disaster to see if they need assistance, and will report on the status of their neighbors to the team managers in the Command Post).
- ❑ Identify potential resources (e.g. oxygen, ramps, walkers) for people with disabilities.
- ❑ Contact the Eastbay Chapter of the American Red Cross, 531-2321, to determine the location of the nearest shelter sites.
- ❑ Find out which neighbors own tents, tarps or other camping equipment which could be used as temporary neighborhood shelter.
- ❑ Determine a location in or near the Command Post which can be used as a Child/Adult Care Center. Make sure that all neighbors are familiar with the location.
- ❑ Make contact with local merchants who would be willing to provide medicine or other essential resources after a disaster.
- ❑ Develop a neighborhood evacuation route map and provide all neighbors with a copy of the route. While planning for evacuation, consider potential hazards such as power lines, one-way streets, freeways, over- and underpasses, unreinforced brick buildings, etc. Contact your neighborhood fire station or the Police Department Traffic Division to help determine safe primary and secondary routes.
- ❑ Organize and coordinate annual neighborhood evacuation drills.
- ❑ Provide all neighbors with a copy of "Evacuation Guidelines." Don't forget new neighbors.
- ❑ Maintain the team "Roster and Resource List."
- ❑ Review the "Psychological First Aid" guidelines in the Module I Workbook, "Individual & Family Preparedness," pg 26) and in this workbook.

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SHELTERING AND SPECIAL NEEDS TEAM

Response ✓ Checklist

✓ *AFTER A DISASTER STRIKES the Sheltering and Special Needs team will:*

- ❑ Check themselves, their families and their homes for injuries and damage.
- ❑ Dress for safety (e.g. sturdy shoes, long sleeved shirts, heavy gloves) to protect yourself from hazards hidden in the rubble.
- ❑ Report to their team manager at the Command Post.
- ❑ Send "Disaster buddies" to check on their neighbors with special needs.
- ❑ Report status of people with special needs to team manager. Team manager will check off their names on the "Special Needs List."
- ❑ Provide team manager with names of neighbors who are "unaccounted for."
- ❑ Determine how many neighbors will need shelter.
- ❑ Establish a neighborhood shelter area, if appropriate.
- ❑ Coordinate with the Communication Team to contact the Red Cross to see which shelters in the area are being opened. Post shelter information at the Command Post. Assist neighbors in finding shelter. Also let the Red Cross know how many neighbors will be using the shelters.
- ❑ If the Division Supervisor orders a neighborhood evacuation, the Sheltering and Special Needs team will lead the evacuation. If the evacuation is only a possibility, this team will alert all task force members and other neighbors.
- ❑ If an evacuation is necessary, record names of individuals or families and their vehicles as they leave the area. Let first responders know if neighbors are unaccounted for.
- ❑ Open a Child/Adult Care Center for neighbors to gather and offer each other support.
- ❑ Locate essential medications, equipment for people with disabilities, or other supplies.
- ❑ Maintain "Displaced Neighbors List" -- friends and family will be relieved to know where their loved ones are.
- ❑ Review the psychological first aid guidelines.

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SHELTERING AND SPECIAL NEEDS
ROSTER AND RESOURCE LIST

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Date Updated: _____ **Updated by:** _____

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DISPLACED NEIGHBORS LIST

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

Family: _____ Date: _____

Permanent Address: _____ Sheltered at: _____

This information should be reported to the Sheltering and Special Needs team manager at regular intervals. Team manager will post this information in the Command Post.

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SPECIAL NEEDS LIST--PEOPLE WHO MAY NEED SPECIAL ASSISTANCE

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

Name: _____ Address: _____ Phone: _____ _____

Special Needs (*) Code: _____ Checked by: _____ Date: _____ Assistance needed? _____ _____
Yes No

***Special Needs Codes:**

a = non-English speaking
b = mobility (specify walker, cane, wheelchair, other)
c = vision impaired
d = hearing impaired
d = elderly
e = children alone
f = mentally challenged
g = other (specify)

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EVACUATION GUIDELINES

GENERAL GUIDELINES

BEFORE THE NEED FOR EVACUATION ARISES DUE TO MAJOR FIRE, FLOOD OR OTHER CAUSE, be prepared. Take the time NOW to read the following guidelines and take the necessary actions to minimize risks to yourself, your loved ones, your home and your work place.

For more information on emergency planning, contact the following:

1. Oakland Fire Department Office of Emergency Services, 238-3938.

2. Eastbay Chapter, American Red Cross, 535-2800

EVACUATION PLANNING

1. Tour your neighborhood. Identify two primary and two secondary evacuation routes. These may be streets, footpaths or trails. Your routes should go various directions, as you may not know in advance from what direction a threat may come.

2. Plan in advance what you would take with you when evacuating. Be prepared to evacuate on foot and "travel light" if an immediate evacuation is ordered. Put essential items together in one place so you can pick them up quickly. **Store your emergency supplies in an accessible location so you can get to them quickly and take them with you.**

3. PLAN AHEAD FOR YOUR PETS. Set aside leashes and/or pet carriers, food (dry or "pull-top" cans) and water. Once evacuation becomes a ***possibility,*** quickly secure your pet so you won't waste critical time finding the animal later.

4. Plan in advance where your family and neighbors will reassemble after the threat is over. If you plan to reunite at a Red Cross shelter, remember that pets are not allowed and you will need to make other arrangements for your animals.

5. **Develop a family and neighborhood plan that includes a strategy for spreading warning information.** Examples are: telephone "trees" (ordered lists of "who will call whom"), citizen band radios, runners to tell people directly and an audible neighborhood signal.

6. Identify and list **people in your neighborhood who may need assistance during an evacuation.**

(cont.)

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POTENTIAL EVACUATION

IF WARNED THAT YOU MAY NEED TO EVACUATE:

1. LISTEN. **Pay close attention to announcements by police and fire personnel via bullhorns or from helicopters.** Turn off distracting sound sources such as appliances, stereos and Walkman-type equipment that might prevent you from hearing these announcements. Check television and radio for emergency broadcasts.

2. LOOK: What is happening around you now? Do people near you with special needs require assistance now? Are there any unusual hazards now that might affect your evacuation plans?

3. THINK: Should you leave now before an evacuation is ordered? Do you have the essential articles you plan to take with you? Are your neighbors all aware of the situation? Will it be safer to evacuate on foot rather than by vehicle? Which of your routes seems best to take?

URGENT EVACUATION

If police or fire personnel order you to evacuate, LEAVE THE AREA IMMEDIATELY

1. **Follow their directions.** Evacuate on foot instead of by vehicle if that is safest.

2. **Be aware of your surroundings and what is going on around you.** Watch for dangers such as utility poles or wires, narrow streets, water tanks and falling debris.

3. If on foot, **practice safe pedestrian skills,** especially near streets.

4. **If neighbors are unable to evacuate or are unaccounted for,** report their names to police or fire personnel.

AFTER EVACUATING

1. **Report in at pre-selected assembly area.**

2. **Make a list of those who evacuated safely and a list of who might still be in the danger area.** Give lists to police or fire personnel. Make another list of people who are accounted for but are not present because they are at work, on vacation, etc.

3. If appropriate, **get in touch with pre-selected out-of-area contact person.**

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HAZARD MITIGATION TEAM

The primary responsibilities of the Hazard Mitigation Team are:

- Turn off damaged utilities --gas, water and/or electric-- for all homes in the neighborhood
- Clear debris from streets so that emergency vehicles can drive through
- Secure or rope or hazards
- Confine pets

HAZARD MITIGATION TEAM NEEDS:

___ Neighborhood map with utility shut-off valve locations clearly marked
___ Wrenches (crescent, utility valve, etc.)
___ Rope, "Caution" tape, surveyors tape
___ "Status Clear" cards
___ Team "Roster and Resource List"
___ Protective eye wear
___ Heavy gloves
___ Sturdy shoes
___ Masking tape, pens, pencils

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HAZARD MITIGATION TEAM

Preparedness ✓ Checklist

✓ *BEFORE THE DISASTER STRIKES the Hazard Mitigation Team will:*

- ❑ On a neighborhood map, mark the location of utility shut off valves for all residences.
- ❑ Test all gas shut off valves in the neighborhood to make sure that they are not frozen or rusted shut.
- ❑ Gather wrenches and other necessary supplies. Find a safe, accessible, dry place to store the equipment.
- ❑ Teach as many neighbors as possible how to turn off damaged utilities.
- ❑ Identify and list water sources which could be used for fire fighting. Include pools, ponds, cisterns and hot tubs.
- ❑ On the neighborhood map, mark homes where pets live. Indicate the pet's breed, name and essential characteristics (e.g. "all bark, no bite," vicious, friendly, etc.) and where the pet will probably be found. "Make friends" with pets in the neighborhood. Talk with pet owners about the safest ways to handle the animals.
- ❑ Identify medical facilities (hospitals, clinics, private medical offices) that are in your vicinity.
- ❑ Identify vehicles in the neighborhood which might be used to transport seriously injured people.
- ❑ Arrange for a "Gas Safety" and "Electric Safety" presentation by PG & E at a neighborhood meeting.

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HAZARD MITIGATION TEAM

Response ✓ Checklist

✓ *AFTER A DISASTER STRIKES the Hazard Mitigation team members will:*

❑ Check themselves, their families and their homes for injuries and damage.

❑ Dress for safety. BE CAREFUL AND BE AWARE OF HAZARDS!

___ sturdy shoes
___ long sleeved shirt
___ long pants
___ heavy work gloves
___ dust mask
___ hard hat/helmet
___ goggles/eye protection

❑ Report to their team manager at the Command Post.

❑ Team manager will deploy team members in groups of 2 or 3 to assignments such as:

_ Responding to reports of damaged utilities; turning off leaking gas valves, water mains, electrical circuit boxes.

_ Roping of potential hazards (e.g. collapsed chimneys, downed power wires, large sidewalk cracks, large cracks in street, broken windows, chemical leaks or spills, etc.) After an earthquake, be aware of the possibility of aftershocks and avoid standing in hazardous areas or under power poles for any longer than is absolutely necessary.

_ Clearing debris from streets and sidewalks to allow emergency vehicles and/or foot traffic and to clear evacuation routes.

_ Confining loose or stray pets [Remember, pets are not allowed in Red Cross shelters.]

_ Affixing "Status Clear" cards to doors of inspected houses.

_ Directing firefighters to neighborhood water sources.

_ Securing transportation for injured neighbors to medical facilities.

_ Detecting other potential hazards in the neighborhood and reporting them to the team manager as quickly as possible.

_ Suppressing or containing small fires, as instructed during CORE Module III.

❑ Leave a note on the door of a house where there are confined animals, indicating where the pets can be found. Be sure the pets are secured and have water before leaving them.

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HAZARD MITIGATION TEAM
ROSTER AND RESOURCE LIST

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Date Updated: _____ **Updated by:** _____

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STATUS CLEAR CARD

This dwelling was surveyed by:

Name: _____ Team: _____ Date: ____

UTILITIES CHECKED:

Gas [ ] OK [ ] Turned off

Water [ ] OK [ ] Turned off

Elec. [ ] OK [ ] Turned off

HOUSE SEARCHED

Searched by: _____ Date: _____

[ ] Yes [ ] No

[ ] Victims removed (#) _____

Comments: _____

_____

_____

_____

STATUS CLEAR CARD

This dwelling was surveyed by:

Name: _____ Team: _____ Date: ____

UTILITIES CHECKED:

Gas [ ] OK [ ] Turned off

Water [ ] OK [ ] Turned off

Elec. [ ] OK [ ] Turned off

HOUSE SEARCHED

Searched by: _____ Date: _____

[ ] Yes [ ] No

[ ] Victims removed [ ] (#) _____

Comments: _____

_____

_____

_____

CASUALTY COLLECTION TEAM

The primary responsibilities of the Casualty Collection Team are:

- Set up a casualty collection/first aid station
- Provide physical first aid to injured neighbors
- Provide psychological first aid to traumatized neighbors
- Coordinating transport of injured people to available hospitals or clinics

CASUALTY COLLECTION TEAM NEEDS:

_ (Creative) medical/first aid supplies

_ Dry, centrally located place to store supplies

_ List of neighbors with medical or first aid training

_ First aid manual

_ Casualty Collection Station sign ✚

_ "Injured People" forms

_ "Roster and Resource List"

_ "Special Medical Needs" list

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CASUALTY COLLECTION TEAM

Preparedness ✓ Checklist

✓ BEFORE DISASTER STRIKES the Casualty Collection Team will:

- ❑ Identify a primary and back-up site that can be used as a casualty collection/first aid station.
- ❑ Identify people in the neighborhood with medical, first aid or CPR training or skills.
- ❑ Identify clinics or pharmacies in the neighborhood which might be accessible after a disaster
- ❑ Complete the "Special Medical Needs" form.
- ❑ Collection and store first aid supplies.
- ❑ Study the "Psychological First Aid Guidelines."
- ❑ Take a basic first aid class.
- ❑ Maintain an up-to-date team "Roster and Resource List."
- ❑ Make a Casualty Collection/First Aid Station sign.

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CASUALTY COLLECTION TEAM

Response ✓ Checklist

✓ *AFTER THE DISASTER, the Casualty Collection Team members will:*

❑ Check themselves, their families and their homes for injuries and damage.

❑ BE CAREFUL AND BE AWARE OF HAZARDS! Dress for safety:

_ study shoes
_ long sleeved shirt/jacket
_ long pants
_ goggles/eye protection
_ latex/rubber gloves

❑ Gather personal first aid supplies and report to their team manager at the Command Post.

❑ Division Supervisor and team manager will determine if there is a need to open the Casualty Collection Station. Post Casualty Collection Station sign where it is easy to see.

❑ Coordinate with the Communications Team to determine if local hospitals or clinics are open and receiving seriously injured patients.

❑ Triage the injured according to priority of treatment.

❑ Provide physical and psychological first aid to injured and/or traumatized neighbors. Wear latex or rubber gloves when treating people who are bleeding.

❑ Call 9-1-1 ONLY IF THERE ARE LIFE THREATENING INJURIES THAT YOU ARE UNABLE TO TRANSPORT.

❑ Contact the Safety and Security team manager to coordinate the transportation of seriously injured neighbors to local hospitals or clinics.

(cont.)

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- ❑ Include the name and status of each injured person on the "Injured People" list.

- ❑ Escort psychologically distressed neighbors to the Child/Adult Care station.

- ❑ Provide "Injured People" form to paramedics, fire fighters or police personnel on the scene.

- ❑ Team manager will make regular first aid status reports to the Incident Commander

- ❑ In the even of an evacuation, remind neighbors to take critical medications with them

- ❑ Tag injured people with their name, address, type of injury and treatment provided.

- ❑ Assist with the transport of seriously injured people to available medical facilities.

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PSYCHOLOGICAL FIRST AID GUIDELINES

Disasters can trigger a wide range of emotional reactions, including fear, anger, insecurity, sadness, survivor guilt, out of control, resentment and a sense of helplessness or abandonment. It is not uncommon for people to experience more than one of these emotions at the same time. Some of the side effects of those emotions are:

Irritability/jumpiness	**Inability to concentrate**	**Hyperactivity**
Fatigue/numbness	**Insomnia**	**Confusion**
Nightmares	**Reliance on alcohol or drugs**	**Forgetfulness**
Loss of appetite	**Headaches/Nausea**	**Withdrawal**

People have different reactions to stressful situations. Not everyone will show all of these symptoms, and the symptoms might occur at different times for different people. Some people experience a strong emotional reaction immediately after the disaster, while others do not seem to be upset until days or even weeks after the emergency has passed.

In addition, ***research show that people who are involved in rescue efforts for more than two hours become "emotional victims" themselves.*** To avoid becoming an "emotional victim" make sure that you and your neighbors take breaks from your rescue and response activities. *Follow these guidelines to help you--and to help you help others--through the hours, days and weeks that follow a disaster:*

Do not place unreasonable demands on yourself or on others. You are only one person and your limitations, especially in times of disaster, are very real. Be as kind and understanding with yourself as you are with others.

When you talk and listen to others, be calm and express confidence in your ability to help them.

Try to establish a rapport with that person. Listen with empathy. Respect the privacy and confidentiality of the emotions that are being shared with you.

If the person is confused or frightened, share all of the information that you have regarding the situation, the rescue and recovery steps that are underway and the expected outcomes of those actions.

(cont.)

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Accept each person's feelings, even if the feelings are different from your own. Remember, there is no "right" or "wrong" emotion.

Express your feelings. Encourage others to do the same. Try to listen openly without interrupting or making judgment statements.

Do not argue or try to convince the person that his/her feelings are wrong or invalid.

Encourage distressed neighbors to participate in the recovery effort. In many situations, people feel better when they participate in making the situation better.

Normalize your schedule and return to your pre-disaster routine as soon as possible. Avoid drugs and alcohol, eat healthy foods, get a sufficient amount of rest and try to exercise regularly. Try to take breaks away from the disaster response or recovery activities.

If emotional symptoms persist or worsen, or if people exhibit dangerous or self-destructive behavior, contact the Alameda County Mental Health Crisis Intervention Hotline (24-hours a day) at 510/849-2212.

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INJURED PEOPLE LIST

Name:_____ Address: _____

Injury/Treatment: _____ Treated by: _____

Transported to: _____ Transported by: _____ Date: _____

Name: _____ Address: _____

Injury/Treatment: _____ Treated by: _____

Transported to: _____ Transported by: _____ Date: _____

Name: _____ Address: _____

Injury/Treatment: _____ Treated by: _____

Transported to: _____ Transported by: _____ Date: _____

Name: _____ Address: _____

Injury/Treatment: _____ Treated by: _____

Transported to: _____ Transported by: _____ Date: _____

Name: _____ Address: _____

Injury/Treatment: _____ Treated by: _____

Transported to: _____ Transported by: _____ Date: _____

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SPECIAL MEDICAL NEEDS LIST
(Confidential)

Name: _____ Address: _____
Equipment: _____ Medication: _____ Assistance: _____

Name: _____ Address: _____
Equipment: _____ Medication: _____ Assistance: _____

Name: _____ Address: _____
Equipment: _____ Medication: _____ Assistance: _____

Name: _____ Address: _____
Equipment: _____ Medication: _____ Assistance: _____

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Name: _____ Address: _____
Equipment: _____ Medication: _____ Assistance: _____

Name: _____ Address: _____
Equipment: _____ Medication: _____ Assistance: _____

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MEDICAL SUPPLIES REQUEST FORM

Supplies needed: _____ Needed by: _____

Address: _____ Obtained by: _____

Date requested: _____ Date supplied: _____ Source: _____

Supplies needed: _____ Needed by: _____

Address: _____ Obtained by: _____

Date requested: _____ Date supplied: _____ Source: _____

Supplies needed: _____ Needed by: _____

Address: _____ Obtained by: _____

Date requested: _____ Date supplied: _____ Source: _____

Supplies needed: _____ Needed by: _____

Address: _____ Obtained by: _____

Date requested: _____ Date supplied: _____ Source: _____

Supplies needed: _____ Needed by: _____

Address: _____ Obtained by: _____

Date requested: _____ Date supplied: _____ Source: _____

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SEARCH AND RESCUE TEAM

The primary responsibility of the Search and Rescue Team is:

- Rescue neighbors who are trapped and/or injured

THE SEARCH AND RESCUE TEAM NEEDS:

- Tools (crowbar, shovel, cribbing material, power saws, etc.)
- Rope
- Heavy gloves
- Protective eyewear
- Dust masks
- Hard hats/helmets
- Sturdy shoes
- Long sleeved shirt
- Masking tape, carpenter's chalk, spray paint, marking pens, lumber crayon
- "Search and Rescue Guidelines"
- "Status Clear Cards"
- "Roster and Resource List"

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SEARCH AND RESCUE TEAM

Preparedness ✓ Checklist

✓ *BEFORE DISASTER STRIKES, the Search and Rescue Team will:*

- ❑ Complete the Module III Search and Rescue class.
- ❑ Review the "Search and Rescue Guidelines."
- ❑ Practice safe lifting skills.
- ❑ Identify tools in that neighborhood that can be used for search and rescue (e.g. crowbars, shovels, rope, 2 x 4's, chain saws).
- ❑ Become familiar with neighbors who might need special assistance (see "Special Needs Form").
- ❑ Make enough copies of the "Status Clear Cards" so there is one card available per house.
- ❑ Become familiar with potential hazards in or near the neighborhood (power poles, overpasses, etc.).
- ❑ Update the "Roster and Resource List" every 12 months.

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SEARCH AND RESCUE TEAM

Response ✓ Checklist

✓ *AFTER DISASTER STRIKES the Search and Rescue Team will:*

❑ Check yourself, your family and your home for injuries and damage.

❑ BE CAREFUL AND BE AWARE OF HAZARDS! DRESS FOR SAFETY:

___ sturdy shoes
___ long sleeved shirt/jacket
___ long pants
___ goggles/eye protection
___ dusk mask
___ heavy gloves

❑ DO NOT TAKE UNNECESSARY RISKS. You cannot be a "hero" and a "victim" at the same time.

❑ Gather personal search and rescue equipment and report for duty to the Search and Rescue team manager in the Command Post.

❑ The Division Supervisor will direct the team to remove victims in the following sequence:

- Remove ambulatory victims first
- Remove lightly trapped victims second
- Remove heavily trapped victims third

❑ Check the status of homes where a red flag ("Help!") is displayed.

❑ "Size up" all rescue situations before entering the structure. DO NO ENTER any building that is in danger of collapse, fire or explosion. DO NOT ATTEMPT a rescue unless you feel certain that you and your partner will be able to remove the person safely.

(cont.)

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- ❑ Turn off damaged utilities before entering a building. Get assistance from the Hazard Mitigation team, if necessary.

- ❑ Systematically search each home where you are deployed. Be sure to follow the Search and Rescue Guidelines.

- ❑ Fill in the "House Searched" section of the STATUS CLEAR CARD. Post the card on the front door.

- ❑ Report injuries to the Casualty Collection team manager.

- ❑ Advise the Sheltering and Special Needs team if people with special needs are found.

- ❑ Immediately notify the search and rescue team manager if a deceased person is found.

- ❑ Mark the appropriate section of the STATUS CLEAR CARD.

- ❑ Complete the "Search Log" and turn it into the Search and Rescue team manager.

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SEARCH AND RESCUE GUIDELINES
SAFETY COMES FIRST!

- Always work with at least one partner. ***NEVER*** attempt a search alone.

- Before entering any damaged structure, "size up" the situation and ask yourself:

  Should this rescue be attempted?
  What are my chances for success?
  What hazards am I facing? Am I in danger if I enter this structure?
  What is the probability of getting a victim out alive?

- REMEMBER, "Size up" is an on-going process. It is not a one-time event!

- Only search structures which have been assigned to you by your team manager. If you find a potential search situation which has not been reported, send a runner to the Command Post with that information.

- Before entering a building, check the door with the back of your hand to see if the door is hot. ***If the door is hot, do not open it.*** Alert the hazard mitigation team of a potential fire. If the door is cool, open it slowly and cautiously.

- Check the door jamb and the walls around the door for serious cracks. These are indications that the building is not safe to enter.

- Before you enter the structure, smell the air for possible gas leaks. ***If you smell or hear gas, do not enter the building until the gas main has been turned off.*** Ventilate the building by opening as many doors and windows as possible. Wait until the smell of gas is gone before entering the building or attempting a search or rescue.

(cont.)

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- Use Federal Emergency Management Agency (FEMA) guidelines and put a bold, visible [\ ] on the door to indicate that rescuers are searching the building.

- Make a second slash mark [**X**] on the door as you exit to indicate that the rescuers are out of the building.

- Before you go into someone's house, let them know who you are and why you are there. (Call out, "It's your neighbor, so-and-so. Do you need help?" Listen for an answer. The victim's voice will help guide you or might alert you to unseen hazards. Keep talking to the person as you move through the building.

- **SHOUT--TAP--LISTEN.** Listen for cries or moans which could lead you to unconscious or semi-conscious victims. If you do not hear a vocal response, tap on the wall and listen for someone tapping back. The sound of tapping on the walls will often carry farther than a voice.

- When you enter the building, stay as low as possible. Continue to watch for hazards.

- Systematically search each room, moving along the wall to your right as you go. If you or your partner becomes disoriented, reverse your steps, staying close to the wall until you get back to the doorway. Throughout your search, maintain voice contact with your partner so you do not get separated.

- In dark rooms, use your flashlight to carefully look under furniture and beds (children often hide under their beds when they are frightened), under stairwells, inside tubs, showers and closets. Use your flashlight to continue to check ceilings, walls and floors for danger signs.

- If you find a victim, evaluate her/his condition to determine whether or not the person can be moved safely. Get assistance from the Casualty Collection team if necessary. If you need to leave a victim, place a table over her/him while you go to get help. If there is a strong chance that the building will collapse further, move the victim carefully, and quickly.

- Members of the Casualty Collection team will help you move the victim to the Casualty Collection station.

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SEARCH AND RESCUE TEAM
ROSTER AND RESOURCE LIST

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Name: _____ Address: _____ Phone: _____

Special Skills/Training: _____ Equipment/Location: _____

Date Updated: _____ **Updated by:** _____

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SEARCH LOG

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

Date: _____ Time: _____ Address searched: _____ Rescuers: _____

Live victims found: _____ # Live victims rescued: _____ # Deceased found: _____ Comments: _____

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NEIGHBORHOOD DISASTER PLAN

In the event of an large earthquake, each household should check family members for injuries and administer first aid.

If there is a need for an immediate evacuation, gather family members, pets and emergency supplies. Adhere to the "Evacuation Guidelines" on page __. Stay calm and stay safe!

If an immediate evacuation is NOT necessary, check your own home and turn off damaged utilities. Look for major cracks on walls, ceilings or along the foundation. Be aware of potential hazards, such as power poles, cracked or leaning chimneys or uprooted trees.

Put on safety clothes, gather emergency supplies, response team equipment and report to the Command Post for an assignment.

The location of my household **EMERGENCY SUPPLY KIT** is stored: _____

My neighborhood **COMMAND POST** is located at: _____

My neighborhood **CASUALTY COLLECTION STATION** is located at: _____

My neighborhood **CHILD/ADULT CARE CENTER** is located at: _____

I am assigned to the _____ **RESPONSE TEAM.**

The **SHELTER SITE** closest to my neighborhood is at: _____

The **PRIMARY EVACUATION ROUTE** for our neighborhood is: _____

The **SECONDARY EVACUATION ROUTE** for our neighborhood is: _____

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REFERENCES

City of Los Angeles, *Community Emergency Response Team Program*

City of Oakland, *Emergency Preparedness Response Team Workbook*

Darlene LaMont, Santa Rose Junior College, *Safety N.E.T.*

Federal Emergency Management Agency, *Urban Search and Rescue Response System*

Sunnyvale Neighborhoods Actively Prepare, *Emergency Preparedness Guide for Neighborhoods*

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RETURN TO: IGSL

LOAN PERIOD 1	2	3
4	5	6

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Please return books early if they are not being used.

DUE AS STAMPED BELOW.

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